

Renewal Guide

At Fortinet, we value your business.



Introduction

Dear Partner,

For Fortinet the renewal business is a very important indicator. It values the end user's level of satisfaction, the benefits they see in our solution and it builds a long term relationship through our reseller Partners and Distributors. A renewed customer is a customer who knows our products better, and in some cases can serve as an ambassador for future projects.

Therefore, at Fortinet we want to make sure that we have the right organization and infrastructure to support our end customers and Channel Partners. In most of our major countries and regions, you have a dedicated resource who is accountable for the local success of Renewal and whose role is to work closely with our reseller Partners and Distributors to answer the requirements of our end customers.

The objective of this guide is to describe the processes and tools we have in place to secure renewal business and to contribute to expand the channel and Fortinet footprint at the end customer.

We hope this Renewal Guide will assist you and your business to achieve continued success with Fortinet on a daily basis.

The International Renewal Team

Notes:

To access the supporting material, you need to be a Fortinet Partner, further information at

www.fortinet.com/partners/fpp.html.

The content of the Renewal Guide complements, but does not replace, the Fortinet Partner Guidebook and other Fortinet brochures and policies.

This manual is not a legal document. We reserve the right to change parts of this Renewal guide at our discretion.



Summary

Fortinet Renewal Basics	6
Defining Renewal	7
Fortinet Serial Number (SN), Product Code (SKU) and Contract	7
Hardware Warranty	9
Quick view on Fortinet Service Types	10
Fortinet Renewal Organization	12
Renewal Reminders	13
Secure Our Future	13
Distributor Renewal Portal	14
Track Renewals	15
Generate Your Quote	16
Quote Query	20
Serial Number Contract Query	23
Assessment	23
Help	29
Partner Renewal Tool	32
Find Asset	33
Your Renewal Tool: Asset Tracking System (ATS)	33
Claims Section	34
Asset Section	35
Serial Number Contract Query	36
5 Easy Steps to Renew a Fortinet Contract	39

Customer Account Management	40
Get Support	41
Coordinate the Registration Process with Your Customer	41
Account Creation in the Support Portal	42
Difference between Support Portal and Partner Portal	43
How to Connect Accounts	44
Account Management for Service Providers	46
Managing Customers	48
Updating Customer Connected Accounts	49
Fortinet Programs and Policies	50
Continuous Service Policy FAQ	51
Warranty and Support Policy	51
Worldwide Demo Policy	52
Fortinet Product Life Cycle Policy	53
Trade Up Program	54
External Resources	54
Contacts	54

CHAPTER 1

Fortinet Renewal Basics

CHAPTER 1.1

Defining Renewal

1 Renewal

Each Fortinet product (unit) has a Serial Number on which contracts are registered.

When this contract expires it becomes a Renewal Opportunity.

2 Renewal Opportunity

A Renewal Opportunity is the sum of all units with expiring service contracts during the Quarter, registered under one single "Company name".

3 Measurement

The Distributor Renewal Portal as well as Fortinet's internal Renewal Tool (RTS) are capturing the renewal opportunities by Quarter, Company Name and Expired, Renewed and Missing amount.

The Amount is based on the billing amount of last registered contract.

The resulting renewal rate is visible on the distributor's assessment list and updated on a regular basis. It builds an important key performance indicator.

CHAPTER 1.2

Fortinet Serial Number (SN), Product Code (SKU) and Contract

1 Serial Number

A Serial number is the unique identifier of a Fortinet product which may be registered in the support portal. It contains 16 digits. With the SN you can define the unit category through the first 6 digits.

Example:

| **FG100D**00000000000 is a FortiGate 100D

| **FMG-VM**00000000000 is a FortiManager VM

| **FL-2KB**00000000000 is a FortiAnalyzer 2000B

2 SKU

Fortinet Services have to be ordered through product codes (SKU) which are defined in our public price list.

Example:



3 Contract

Once a SKU has been ordered by our distributors an individual contract registration code (12 digits) is generated and sent in a contract letter to the distributor.

Please read attentively our registration rules mentioned on the first page of each contract letter.

Renewal service contracts are auto registered during the order process if they have been ordered with a Fortinet Quote ID.

! **Note:** “First purchase” services contracts have to be registered on the specific serial number otherwise they will expire.

CHAPTER 1.3

Hardware Warranty

The hardware warranty will start on the earlier of either the date of product registration, at first point when the unit will connect with Fortinet and request updates, or will automatically start 100-days after product shipment from Fortinet.

This does not mean that the unit is autoregistered. The product warranty will be activated to start counting down days. Product Registration is still required in order to be recognized by our systems.

For more details please refer to Chapter 6.2 [Warranty and Support Policy](#).

Different Product Warranty Types

- 1 Standard Warranty (ST) – Standard Unit:** Comes with warranty only including 1 year hardware Coverage and 3 months Enhanced support and 3 months Firmware and General Updates.
- 2 Bundle Warranty (BD) – Bundle Unit:** Hardware includes a one, two or three years bundle package (UTM Bundle 8x5, 24x7 or Enterprise Bundle 8x5, 24x7).
- 3 Demo Warranty – Demo Unit:** A unit sold by Fortinet with a special discount, for demonstration use on customer’s and reseller site.
 - | Includes a 1 year UTM Bundle 8x5.
 - | Can’t be sold during the first year of purchase.
 - | As long as it is used as Demo it does not fall under. [Fortinet’s Continuous Service policy](#).
 - | For more information please refer to our [Worldwide Demo Policy](#).

Quick view on Fortinet Service Types

Forticare Support Services

FortiCare Support contracts include a hardware RMA provision, technical assistance, firmware/software updates (OS), and access to a wealth of information resources on the Fortinet support site.

Fortinet proposes different support levels. We propose the possibility to upgrade to a higher service level during the service period.

| **Forticare 8x5 (Basic Support):** Including Hardware Coverage (Return to factory) + Firmware Update + enhanced support.

| **Forticare 24x7 (Advanced Support):** Including Hardware Coverage (Advanced replacement) + Firmware Update + enhanced support and Telephone support if 24x7.

| **Forticare L3 Support:** Special contract and conditions for our Certified Service Partners. Only open for Platinum Partners. For more information regarding our Service Partner Program please contact: pmo-spp@fortinet.com.

| **Forticare 360 Service:** New service, will be launched soon; Includes 24x7 Forticare and remote monitoring and audit service for FortiGate infrastructure.

| **Premium RMA Support contract:** including Forticare 24x7+ PRMA Service.

Premium RMA

The Premium RMA services provide for replacement hardware on-site within a defined timeframe, with the goal of maintaining high system availability. The service is delivered using dedicated parts, strategically located, to assure the associated service level.

There are three levels of service:

| **4 hour on-site delivery by an engineer provides:** Replacement hardware to be delivered on-site within 4 hours. An engineer on-site within 4 hours to exchange defective hardware with replacement hardware and restore firmware and any IP address information; The recovery of the defective hardware; Documented confirmation of service completion.

| **4 hour on-site delivery provides:** Replacement hardware to be delivered on-site within 4 (four) hours; Documented acknowledgement of replacement hardware delivery; Defined process for return of the defective hardware.

| **Next day delivery provides:** Replacement hardware to be delivered on the next day, if the confirmation details are confirmed by 15:00 local TAC time; Documented acknowledgement of replacement hardware delivery; Defined process for return of the defective hardware.

More information about our Forticare Services can be found in partner portal section [Get Support](#).

Services Bundles

The Service bundle Contract is a package including a FortiCare Support Contract + FortiGuard Security Services. Fortinet proposes different bundle packages depending on the included Forticare Support level and Fortiguards:

| UTM bundle 8x5/24x7: Including FortiCare 8x5/24x/7 + 4 Fortiguards (NGFW + AV + Web Filtering + Antispam).

| Enterprise bundle 8x5/24x7: Including FortiCare 8x5/24x/7 + 6 Fortiguards (NGFW + AV + Web Filtering + Antispam+ FortiSandbox Cloud + Mobile Security Service).

| L3 bundle: Special contract and conditions for our Certified Service Partners only open for Platinum Partners. For more information regarding our Service Partner Program please contact: pmo-spp@fortinet.com.

| Premium RMA Bundle: Including UTM bundle 24x7 and PRMA service (see chapter Premium RMA).

FortiGuard (A la Carte) Security Services

Antivirus (AV), Next Generation Firewall Service (NGFW) Web Filtering, Mobile Security Service, FortiSandbox Cloud Service and FortiCloud Service, FortiClient License, Secure RMA.



CHAPTER 2

Fortinet Renewal Organization

CHAPTER 2.1

Renewal Reminders

If a customer does not renew their FortiGuard or FortiCare services, their product will no longer be protected against the latest threats. To help inform end users, Fortinet sends out automatic renewal notices in local language on both a monthly and daily basis.

Monthly notices are sent the first Tuesday of each month 3, 2 and 1 month before service expiration (unless the expiration date is the first day of that month, in which case we send the notice on the first Wednesday). All units

from an account that are to expire during a specific month will be mentioned in the same email.

Daily notices are sent 15 days before service expiration, the day of expiration and 30 days after service expiration. All units from an account that are to expire on a specific day will be mentioned in the same email.

The renewal notices are also divided into three categories: End of Sale (EOS), FortiOS5 upgrade, and regular renewal notices.

CHAPTER 2.2

Secure Our Future

Fortinet is aiming to handle renewals locally to make sure we have the right organization and infrastructure to support our end customers and Channel Partners.

What are their tasks?

- | Calling the customer before service contract expiration.
- | Setting up a link between the EndUser, the Reseller and the Distributor.
- | Assisting Distributors with quote generation.
- | Working closely with our Central renewal team, in order to share best practices among the regions, to get trained and to collect your feedback to improve our tools, systems and processes.

With your local Renewal Representative you have a dedicated resource whose role is to help you manage your renewal business, be more proactive on renewal, and to get the renewal done in time which will in turn raise the customer satisfaction and customer retention rate.

Get in touch with your renewal ISR to coordinate your quarterly renewal opportunities or send an email to:

emea_renewals@fortinet.com /
apac_renewals@fortinet.com.

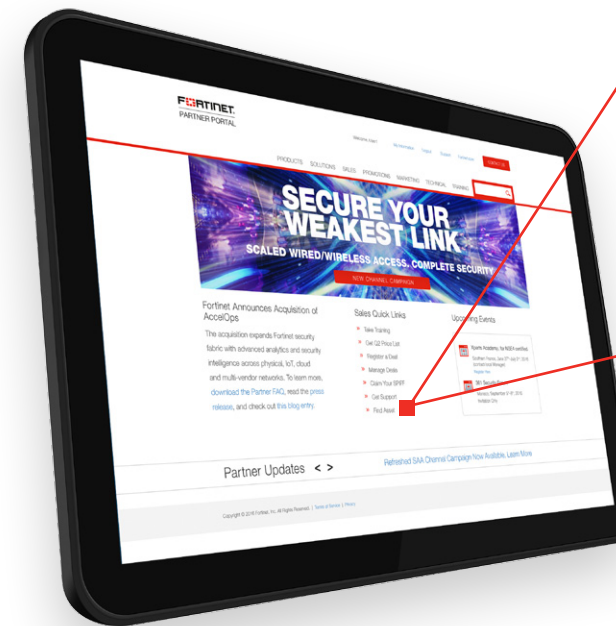
The Fortinet Renewal Representatives are there to help you to secure your renewal business!

CHAPTER 3

Distributor Renewal Portal

CHAPTER 3.1

Track Renewals



! Login to the partner portal and discover our Distributor Renewal Portal by clicking on:
Sales Quick Link →
Track Renewal.

If you are experiencing access problems please contact your local Fortinet Channel manager to check your access rights or send an email to:
international_partners@fortinet.com.

The Distributor Renewal Portal allows our distributors to manage their renewal business in a time efficient way. Being proactive and independent are the keys to secure renewal business. Therefore the Distributor Renewal Portal has been set up in such a way that guarantees an easy handling of renewal opportunities.

- 1 Quote management** allows our distributors to generate quotes and to query existent ones.
- 2 Serial number/Contract Query page** gives detailed information of a specific Fortinet product.
- 3 Assessment** lists the distributor's renewal opportunities and shows their actual renewal rate by quarter.

CHAPTER 3.2

Generate Your Quote

1

Select Your Quote Type

QUOTE MANAGEMENT | SN / CONTRACT QUERY | ASSESSMENT | HELP | LOGOUT

Renewal Quote

Coterm Quote

Quote Query

Unit List

Enter In Search Fields Below To View Assessments

1

Renewal Quote
To renew contracts of one or several units on a per year(s) basis.
[Video – How to create a Renewal Quote](#)

2

Coterm Quote
To co-align multiple Serial numbers or Services to have one expiration date.
[Video – How to create a Coterm Quote](#)

Search by

Serial Numbers – Enter the Serial Numbers you want to quote. Click on **“Apply”**.

2

QUOTE MANAGEMENT | SN / CONTRACT QUERY | ASSESSMENT | HELP | LOGOUT

Unit Search > Unit Search

Renewal Quote: Search Unit

Search by Serial Numbers

Search by Customer Account

If you know the serial numbers, please put it below, separating by ";", ",", or ".".

Apply

CONTINUE

Search by

Customer Account — Enter the Account Email. Click on **“Apply”**.

+

QUOTE MANAGEMENT | SN / CONTRACT QUERY | ASSESSMENT | HELP | LOGOUT

Unit Search > Unit Search

Renewal Quote: Search Unit

Search by Serial Numbers

Search by Customer Account

Customer Account

Expiration From YYYY-MM-DD (To search units expiring from the date entered)

Expiration Until YYYY-MM-DD (To search units expiring until the date entered)

Apply

Select the Serial Numbers

You can view the Support Coverage on the units by clicking on **“Show Support Coverage”**.

Click on **“Next”**.

+

QUOTE MANAGEMENT | SN / CONTRACT QUERY | ASSESSMENT | HELP | LOGOUT

Unit Search > Unit Search

Renewal Quote: Search Unit

Search by Serial Numbers

Search by Customer Account

If you know the serial numbers, please put it below, separating by ";", ",", or ".".

Apply

Select The Quoted Units

Show Support Coverage

Show Unit Location Information

Total Units: 1

Serial Number

Comment

☒

FGT8000000000000

Next

3

Enter the General Information

You can enter a **“Quote Title”** and a **“Comment”** to reference your quote.

You can enter an **“Effective Date”** on which you want the new contract to start.

| By default the **“Effective Date”** is the date of the quote creation.

| The start date of the new contract will be calculated taking into account the [Continuous Service Policy](#).

For co term quotes you will see the extra field **“Coterm Date”**, where you have to indicate the end date you want all Serial Numbers to expire.

CONTINUE

Select Renewal Service Package

There are three ways to select the Renewal Service Packages:

- Extend Service for All Units: Extend the existing active Renewal Service Package on the unit. For Expired Contracts please select the Renewal Service package.
- Select Package for Each Model: Allows you to select a service type per unit category.
- Select Package for Each Unit: Allows you to select a service type for each individual unit.

4

Model Name	Pattern Name		
FortiWebVM 1 CPU		Select	Extend
FortiAnalyzer 2000B		Select	Extend
FortiGate 80C		Select	Extend

5

Select the Renewal Service Package

Click on “Select”, a pop-up will open and show you all available Renewal Service Packages based on the public price list.

	UTM Bundle Best Value		FortiCare Great Value		Full Bundle Best Value		Customized Package
	8x5	24x7	8x5	24x7	8x5	24x7	
Support	✓	✓	✓	✓	✓	✓	Select Support
Hardware	✓	✓	✓	✓	✓	✓	8x5 Support
Firmware & General Updates	✓	✓	✓	✓	✓	✓	24x7 Support
Enhanced Support	✓	✓	✓	✓	✓	✓	Select Support
Telephone Support		✓		✓		✓	
AntiVirus	✓	✓			✓	✓	
NGFW	✓	✓			✓	✓	
Web Filtering	✓	✓			✓	✓	
AntiSpam	✓	✓			✓	✓	
Botnet/MobileMalware					✓	✓	
FortiCloud Service							
FortiSandbox Cloud					✓	✓	
Security Audit Service							
Terms/Years							
1	\$3847.25	\$4546.75	\$1050.00	\$1749.00	\$5596.00	\$6795.50	N/A
2	\$7213.59	\$8525.16	\$1969.00	\$3280.00	\$10497.50	\$11804.06	N/A
3	\$10099.03	\$11935.22	\$2757.00	\$4592.00	\$14689.50	\$16525.69	N/A
4	\$12695.92	\$15004.27	\$3465.00	\$5772.00	\$18466.80	\$20775.15	N/A
5	\$15100.46	\$17845.99	\$4122.00	\$6865.00	\$21964.30	\$24709.84	N/A
Others (1 Year Contract)							
Total \$0							
<div>Cancel Reset Continue</div>							

If the Renewal Service Package you want to quote is not shown please check if the product is End of Life and if the SKU is available in the [public price list](#).

For renewal quotes it is possible to choose a multiple year SKU.

It is also possible to select à la carte FortiCare and FortiGuard services in the “Customized Package” column.

Premium RMA quotes:

- An existent PRMA service can be extended through a renewal quote.
- An upgrade quote generation to a PRMA service can only be done through a co term.
- Make sure the detailed address information including the postcode has been entered on the customer support account.
- Select the PRMA renewal support options in the “Customized Package” column.
- PRMA can be selected if the unit has a PRMA SKU available in the Pricelist.
- Before generating PRMA quotes, ensure the location of the end user is covered for PRMA services (go to section [Get support](#) ➔ **Forticare Premium Services** ➔ **Service Availability**).
- In case of doubt please contact our PMO team: fortinet.pmo@fortinet.com.

If an error message occurs during the quotation process please contact your local ISR or send an email to: renewals_emea@fortinet.com or renewals_apac@fortinet.com. We are happy to assist you.

After having selected or extended the renewal package, click on “Continue” and “Next”.

6

Review Quote and Continue

Recap page for Renewal Quotes includes: Serial Numbers, SKUs, selected Service Package, Gross Price, Distributor Discount and Net Price.

Recap Page for Co term Quotes includes additionally: Start and End Date, Number of Days and Daily Price.

Review your quote carefully and click on “Confirm”.

!

Good to know: Standard Distributor Discounts already applied.

7

[QUOTE MANAGEMENT](#) | [SN / CONTRACT QUERY](#) | [ASSESSMENT](#) | [HELP](#) | [LOGOUT](#)

Quote Acknowledgement

Your quote is generated successfully. The quote id is 736531-1.

[View](#) [Download](#) [New Quote](#)

Quote Acknowledgement

- | The System will give you a Quote ID number.
- | You may click on **“Download”** to download your quote.
- | A Fortinet Quote ID coming from the Distributor Renewal Portal or the internal Fortinet Renewal Portal (RTS) is mandatory in each renewal PO sent to Fortinet.
- | The Renewal contract is automatically registered by Fortinet.

CHAPTER 3.3

Quote Query

1

In Quote Query you can search for existing generated quotes in order to review or edit them.

Use the search filters below and click on **“Submit”**.

[QUOTE MANAGEMENT](#) | [SN / CONTRACT QUERY](#) | [ASSESSMENT](#) | [HELP](#) | [LOGOUT](#)

[Quote Query](#) > Quote Query

Quote Query

Customer Account(*)

Company(**)

Title(*)

Feedback

▼

Quote Id

Serial Number

Sales Order

Purchase Order

Quote Creation From

Quote Creation Until

Submit

(*)wildcard search

CONTINUE

2

1 Customer Account

Enter an email address to find generated quotes for this account.

2 Company

Enter a company name to find generated quotes for that company.

3 Title

Enter the title you gave your generated quote to quickly find it.

4 Quote ID

Enter the Quote ID to find your generated quote.

5 Quote Creation From/Until

Enter dates to find all generated quotes within a certain time frame.

Click on the blue links to **“View Quote”**, **“Download Quote”** and to view the **“Contract Letter”**.

If the Contract letter download does not appear, it means that the PO has not been released yet.

Click on the **“Quote Id”** in the first column to review the quote and to access the quote **“Edit”**.

[QUOTE MANAGEMENT](#) | [SN / CONTRACT QUERY](#) | [ASSESSMENT](#) | [HELP](#) | [LOGOUT](#)

[Quote Query](#) > Quote Query

Quote Query

Customer Account(*)

Company(*)

Title(*)

Feedback

▼

Quote Id

Serial Number

Sales Order

Purchase Order

Quote Creation From

Quote Creation Until

Submit

(*)wildcard search

Quote Id	Quote Type	Company	Creation Date	Comment	View Quote	Download Quote	Contract Letter
423800-1	Coterm		12/17/2014 6:05:09 AM		Open	Download	Download
407212-1	Coterm		11/4/2014 11:42:07 PM		Open	Download	
406750-1	Coterm		11/4/2014 12:59:29 AM		Open	Download	

CONTINUE

Click on **“Edit”** to access the quote Edit page for quote modification.

3

Serial Number	Pattern Name	Support Type
FGT1KCD0000000	Customized	FortiGuard NGFW Service,24x7 Email,24x7 Comprehensive Support,Advance HW/Firmware & General Updates
FGT1KCD0000000	Customized	FortiGuard NGFW Service,24x7 Email,24x7 Comprehensive Support,Advance HW/Firmware & General Updates
FG600C00000000	Customized	AV/FortiGuard NGFW Service,CP,AS,Return and Replace,Firmware & General Updates,8x5 Enhanced Support

Click on **“Add Units”** (to add a serial number into your quote), **“Delete”** (to remove a unit from your quote) or **“Select”** (to change the Service Package).

4

Click on **“Update”** when finished.

5

A new Quote ID will be created.

CHAPTER 3.4

Serial Number Contract Query

+

The Serial number/Contract Query page gives detailed information about a specific Fortinet product.

Good to know: distributors can also access the SN/contract query through the partner portal’s sales quick link **“Find Asset”**. For more details please refer to chapter 4.5 [Serial Number Contract Query](#).

CHAPTER 3.5

Assessment

1

CONTINUE

The Assessment page is by default the first page you find when you log in the Distributor Renewal Portal.

It shows all upcoming renewals for which you sold a Fortinet renewal contract last time on a quarterly base and gives you an immediate visibility on your total results and your actual Renewal Rate.

Use the search filters below and click on **“Search”**.

1

Company

Enter the Company name under which the Fortinet products are registered.

2

Company Email

Enter the Email Address under which the Fortinet products are registered.

3

Reseller

If the reseller information is incorrect or incomplete please contact:
international_partners@fortinet.com.

4

Country

Select a country in the drop down menu.

5

Unit Expiration from

Enter a contract expiration start date.

6

Unit Expiration until

Enter a contract expiration end date.

7

Product Description

Enter a Product Description the customer may have used to identify the expiring products.

8

Product Model

Select a Product Model in the drop down menu.

9

Renewal Quarter

By default the opportunities of the current quarter are shown, but can be modified to the previous or the next two quarters.

10

Serial number

Enter serial number(s).

CONTINUE

2

Visibility on Your Total results

The Distributor Renewal Portal gives you an immediate visibility on your total renewal results and your actual renewal rate.

Total Expired Amount: \$4,979,557.74 Total Renewed Amount: \$2,869,982.22 Total Missing Amount: \$2,109,575.43 Renewal Rate: 57.64 %

1

Total Expired Amount

Shows the sum of all expiring contracts in the quarter or selected period based on the Distributor \$ billing amount of the last registered renewal contracts.

2

Total Renewed Amount

Shows the sum of all renewed contracts in the quarter or selected period and equals the total expired amount as long as the same number of contracts has been renewed.

3

Total Missing Amount

Is the difference between Total Expired Amount and Total Renewed Amount.

4

Renewal Rate

Indicates the percentage of your total renewed amount vs your total expired amount.

3

Select your Assessment View

A Renewal Opportunity is the sum of all serial numbers with expiring service contracts during the quarter, registered under one single **“Company Name”** differentiable through their unique account email address.

! Good to know: You can download your assessment list in an excel file.

CONTINUE

3a

By default the renewal opportunities of the current quarter are shown in the “Basic View”.

Basic View						
Renewal Customer List Download Assessment List						
Country	Company	Expired Amount	Renewed Amount	Missing Amount	Earliest Expiration Date	Reseller
FRANCE	Sample Company	\$339,097.43	\$226,617.47	\$112,479.90	Jul-01-2016	
FRANCE	Sample Company	\$237,564.71	\$179,749.44	\$57,815.25	Jul-05-2016	
FRANCE	Sample Company	\$192,449.14	\$27,153.05	\$165,296.09	Jul-01-2016	
FRANCE	Sample Company	\$163,900.04	\$108,907.14	\$54,992.90	Jul-01-2016	

- 1

Country
Shows the country of the renewal opportunity chosen during the account creation.
- 2

Company
Shows the company name under which the expiring units are registered. It represents a renewal opportunity. In the basic view the amounts are shown by opportunity.
- 3

Expired Amount
Shows the Distributor \$ billing amount of the last registered renewal contract. The opportunities are sorted by default by expired amount with the highest on the top.
- 4

Renewed Amount
Equals the Expired amount as long as the same number of contracts has been renewed.
- 5

Missing Amount
Shows the difference between Expired and Renewed Amount.
- 6

Earliest Expiration Date
Shows the earliest expiration date of all support types on that particular opportunity.
- 7

Reseller
Shows the reseller that has been chosen by the account owner during the registration process. If the reseller information is incorrect or incomplete please contact international_partners@fortinet.com.

CONTINUE

3b

Select the “Detailed View” to show additional information on your quarterly renewal opportunities.

Detailed View									
Renewal Assessment Details Download Assessment List									
Country	Company	Account Email	Serial Number	Description	Expired Amount	Renewed Amount	Missing Amount	Earliest Expiration Date	Reseller
FRANCE	Sample Company	customer@mail.com	FG3K000000000000	traker1M	\$29,435.25	\$29,435.25	\$0.00	Sep-18-2016	
FRANCE	Sample Company	customer@mail.com	FG3K000000000000	traker1B	\$29,435.25	\$29,435.25	\$0.00	Sep-18-2016	
FRANCE	Sample Company	customer@mail.com	F5A3KD1000000000	FortiSandbox-3000D	\$24,088.80	\$24,088.80	\$0.00	Aug-03-2016	
FRANCE	Sample Company	customer@mail.com	FG3K000000000000	VDF9-NETvpnVPN-04	\$21,585.85	\$21,585.85	\$0.00	Aug-20-2016	

- 1

Account Email
Shows the email address chosen during the account creation.
- 2

Serial Number
Shows all Serial numbers with expiring contracts of a Renewal Opportunity. In the detailed View the amounts are shown by serial number.
- 3

Description
Shows the description the customer may have used to identify a serial number.

You may sort your assessment list by **Company**, **Amounts**, **Expiration Date** or **Reseller**.

CONTINUE

3c

Click on the company name to access the **“Company View”**.

QUOTE MANAGEMENT | SN / CONTRACT QUERY | ASSESSMENT | **HELP** | LOGOUT

Assessment List > Company View

Renewal Assessment By Customer Company

Show Download Support Assessment Coverage List

Generate Renewal Quote Generate Co term Quote

Country	Company	Account Email	Serial Number	Description	Earliest Expiration Date	
FRANCE	SAMPLE COMPANY	customer@mail.com	FG3K00000000000000		Sep-18-2016	
FRANCE	SAMPLE COMPANY	customer@mail.com	FG3K00000000000000		Sep-18-2016	
FRANCE	SAMPLE COMPANY	customer@mail.com	FG3K00000000000000		Sep-18-2016	
FRANCE	SAMPLE COMPANY	customer@mail.com	FG3K00000000000000		Sep-18-2016	
FRANCE	SAMPLE COMPANY	customer@mail.com	FL-1KC0000000000000		Sep-18-2016	
FRANCE	SAMPLE COMPANY	customer@mail.com	FL-1KC0000000000000		Sep-18-2016	

Total : 6Page Size : 100Page 1 of 1GO

All units expiring in chosen Quarter for this particular opportunity only will be shown.

Select the serial numbers you want to quote and access the Quote management page. Therefore click on the **“Generate Renewal Quote”** or **“Generate Co term Quote”** link.

Use the **“Support Coverage”** link to show the Support Service details by serial number.

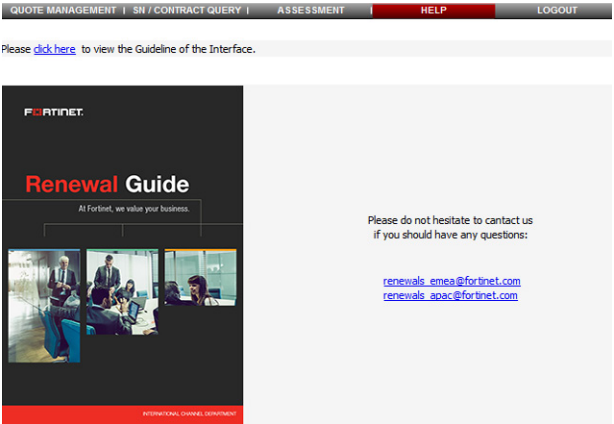
CHAPTER 3.6

Help

Download Renewal Guide

In the Help tab you can download our Renewal Guide.

+



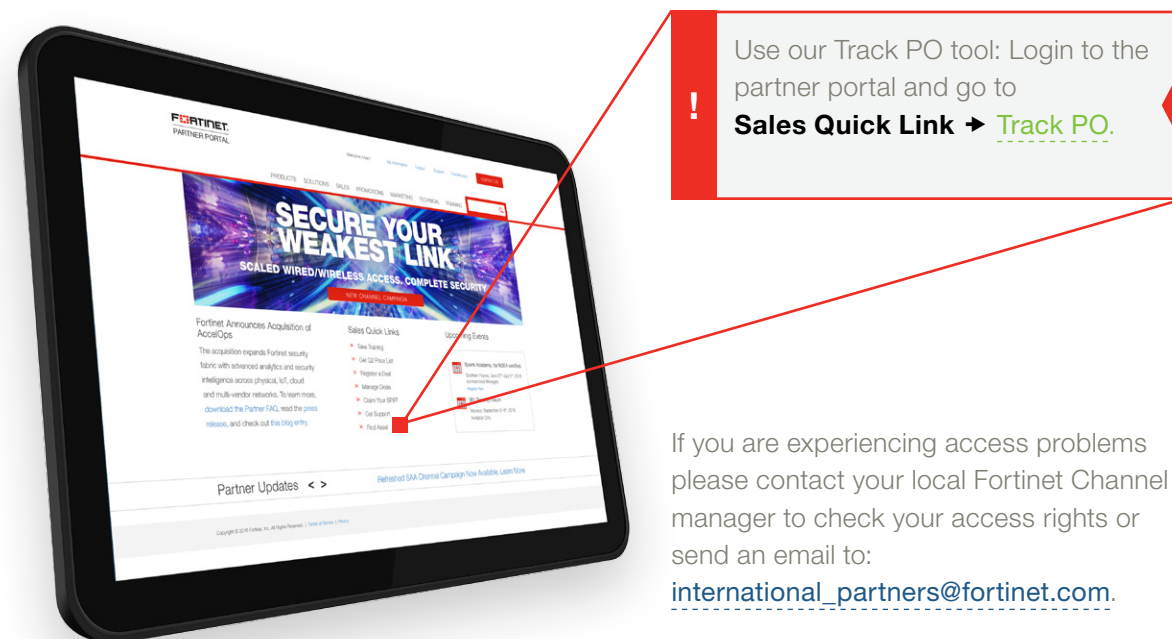
1 Renewal Process

Mandatory Information to include in all Renewal Purchasing Orders:

- End User information.** In case of Multiple End Users in your PO, please indicate all End User details.
- Reseller information.**
- Quote ID** (Included in all Renewal Portal quotes) — attach the complete generated quotes.
- Price information:** Total gross and total net distributor purchasing prices. Renewal Portal quotes include gross purchasing prices, contractual discount and net purchasing prices.
- For Renewal POs** with non-contractual discount please include your Special Pricing Request approval (SPR ID).

! **Note:** This only applies to Service Contracts **“Renewals”** Purchasing Orders and not to **“First time”**.

2 Track PO



If you are experiencing access problems please contact your local Fortinet Channel manager to check your access rights or send an email to:
international_partners@fortinet.com.

+

Use the filters to search all details of your PO and the actual order status: Enter the PO number, the Ship To Name or select the period. Click on **“Search”**.

CHANNEL PORTAL - TRACKING SERVICE

Welcome Andreas Steiner | Close

Orders List

Minimum 4 chars required for PO Number Search

PO Number:

Ship To Name:

☐ Filter Hold Items?

Dates range is limited to 7 days

From Date:

To Date:

<<

<

1

>

>>

Total 0 in 1 page(s). Go to

#	PO Number	Document Number	Amount	Ship To	Ordered Date	Shipping Method	Shipping tracking #	Shipment Date
No record found.								

<<

<

1

>

>>

Total 0 in 1 page(s). Go to

Old PO Record

» View PO before 07/05/2016

Recently Viewed PO

» EB 1500641

» *

Help Links

» EMEA Reseller List

» Track FAQ

3 Renewal Q&A

What is the new start date of the Renewal contract?

The new start date and end date are clearly stated in each generated quote.

How long do quotes last?

A Quote is valid for 3 months. The valid date is mentioned on each quote right on the top.

If it is a special case customer who needs more discount do I have to modify the standard distributor discount shown in the quotation?

No. SPR and PO pricing must match; nothing to change on the quote.

How do I renew an End of Life (EOL) product?

In the Renewal portal you can only generate quotes for units that have a renewal SKU available in the current pricelist. Multi year renewals of EOL products can only be done through a Co term quote. If less than 1 year until the products End of Support (EOS) date remains distributors will receive an error message.

Contact local ISR or send us an email. We are happy to assist you.

What happens if the customer has not registered the serial number or if the serial number has not been entered correctly?

Quote tool will show an error message. Quote cannot be generated. Please advise your customer to register the product first or check the serial number.

Are you regularly working on tool enhancements and improvements?

Your feedback is very important to us as we are constantly trying to improve our tools. If you have ideas or recommendations on how we can do better please contact your local ISR or send us an email.

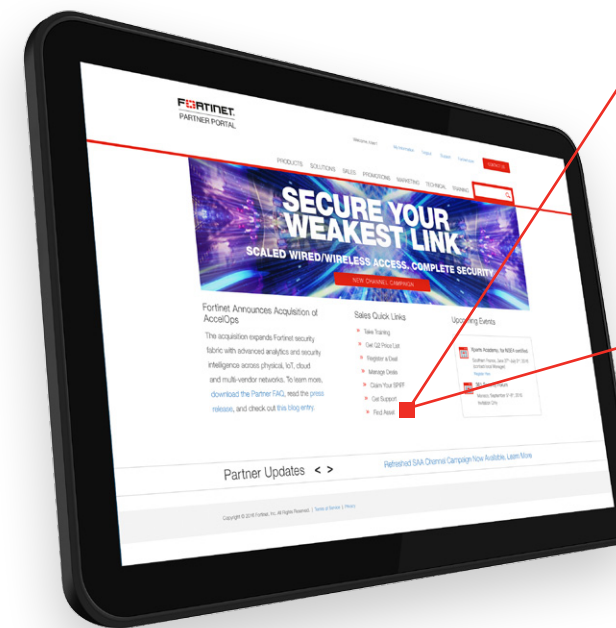
Note: For any questions please contact your local ISR or send an email to: renewals_emea@fortinet.com or renewals_apac@fortinet.com.

CHAPTER 4

Partner Renewal Tool

CHAPTER 4.1

Find Asset



! Login to the partner portal and discover our Partner Renewal Tool by clicking on the **Sales Quick Link** → **Find Asset**

CHAPTER 4.2

Your Renewal Tool: Asset Tracking System (ATS)

Fortinet has developed the Asset Tracking System renewal tool for our Partners, in order to help you to:

- | Save time.
- | Improve your renewal rate.
- | Improve your renewal income.

This system enables you to save time and increase your renewal income with the following functions:

- | Easily keep track of your units.
- | View FortiCare/FortiGuard contract information.
- | View individual unit information.
- | Keep track of upcoming renewals.
- | Find Upgrade/UpSell Opportunities for sales campaigns.
- | Extract easy and relevant reports.

Claims Section

CLAIMS

ASSETS

SN / CONTRACT QUERY

LOGOUT

New Claims Online

New Claims in Batch

Query My Claims

Online Claims Submitting

Serial Numbers:

Please put serial numbers, separated by " ", " ", single-, double-quotes, or one serial number per line

Customer Information

Company:

Address:

City:

Province:

Country:

Postal Code:

Business Contact Name:

Phone:

Email:

Tech Contact Name:

Phone:

Email:

Fax:

Comment:

Fortinet Sales: Name

Email

Phone

Submit

1

New Claims Online

Allows you to claim units by customers.

2

New Claims in Batch

Allows you to claim units for several customers all at once.

3

Query my Claims

Allows you to search all your units claimed. Search by Serial. Number, Claimed date, Customer name, Reseller name, Comment and Status.

Notes

If some of your customers are missing, it may be that they did not select the (right) reseller while registering the product, or that they changed their reseller without updating the partner information in their Fortinet support account. We are here to help you on international_partners@fortinet.com.

Please be informed that the Asset Section only gives an overview of your installed base but does not provide any link to the support portal in order to manage your customers (register products, open tickets, create subaccounts).

For customer account management through the partner portal use the Single Sign On access to the Support Portal by clicking on **"Support"**. See more details in chapter 5 [Customer Account management](#).

34

RENEWAL GUIDE: PARTNER RENEWAL TOOL

CHAPTER 4.4

Asset Section

CLAIMS

ASSETS

SN / CONTRACT QUERY

LOGOUT

Query My Assets

Upcoming Renewals

Upsell Opportunities

Enter Serial Number

Search

Assets Query

Serial Number(*)

Product Model

Claim Comment(*)

Company(from end user registration)

Product Description

Submit

1

Query My Assets

Allows you to show one specific asset or gives you a complete view of your current installed base (click on **"Submit"**) for which your reseller name has been chosen during the registration process.

2

Upcoming Renewals

Select this section if you are looking for your short term business opportunities, Select "current quarter" to see short term opportunities or a longer time-frame if you wish to have an extended view.

3

Upsell Opportunities

Allows you to identify upsell opportunities. Discover our new trade up program, and help your customer enjoy the latest Fortinet technology. You can find more information in the partner portal in the section "Promotions".

4

Search Option

Search by support type, Level of Support and Product Model.

5

Download

Export results in an Excel file.

Serial Number Contract Query

The Serial number / Contract Query page gives detailed information about a specific Fortinet product.



CLAIMS | ASSETS | SN / CONTRACT QUERY | LOGOUT

Enter Serial Number

Serial Number/Contract/License Query

Serial Number

Contract Number

License Number

1

Search by Serial Number

Enter the Serial number you want to query and click on “Submit”.

Serial Number Query Result

Current Support Coverage

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	Jul-06-2015	Aug-03-2017
Firmware & General Updates	Web/Online	Aug-04-2015	Aug-03-2017
Enhanced Support	8x5	Aug-04-2015	Aug-03-2017
AntiVirus	Web/Online	Aug-04-2015	Aug-03-2017
NGFW	Web/Online	Aug-04-2015	Aug-03-2017
Web Filtering	Web/Online	Aug-04-2015	Aug-03-2017
AntiSpam	Web/Online	Aug-04-2015	Aug-03-2017

Warranty Info

Shipment Date

Apr-07-2015

Warranty Type

Bundle

Model Name

FG-500D-8DL

Sales Order

Status

Active

Registration Date

Aug-04-2015

Hardware

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	Jul-06-2015	Jul-05-2016

Bundle

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	Aug-04-2015	Aug-03-2016
Firmware & General Updates	Web/Online	Aug-04-2015	Aug-03-2016
Enhanced Support	8x5	Aug-04-2015	Aug-03-2016
AntiVirus	Web/Online	Aug-04-2015	Aug-03-2016
NGFW	Web/Online	Aug-04-2015	Aug-03-2016
Web Filtering	Web/Online	Aug-04-2015	Aug-03-2016
AntiSpam	Web/Online	Aug-04-2015	Aug-03-2016

Contract Info

Contract No.	Registration Date	Create Date	Status	Support Type	Support Level	Start Date	End Date
	Jul-28-2016	Jul-26-2016	Registered/Registrable	AntiSpam	Web/Online	Aug03, 2016	Aug03, 2017
				AntiVirus	Web/Online	Aug03, 2016	Aug03, 2017
				Enhanced Support	8x5	Aug03, 2016	Aug03, 2017
				Firmware & General Updates	Web/Online	Aug03, 2016	Aug03, 2017
				Hardware	Return To Factory	Aug03, 2016	Aug03, 2017
				NGFW	Web/Online	Aug03, 2016	Aug03, 2017
				Web Filtering	Web/Online	Aug03, 2016	Aug03, 2017

Registered License Info

No license info

CONTINUE

1 Current Support Coverage

Shows the service expiration date of the product.

2 Warranty Info

Indicates the warranty and model type, ship date and registration date, the model name and the Fortinet sales order.

3 Contract Info

Lists all contracts which have been applied on the product with start and end dates, support types and level.

4 Registered License Info

Shows the license number of a VM model, Fortitoken and V-Dom.

5 Product Address Info

Indicates the product location which has been filled in by the customer on their support account. Mandatory for PRMA.

! Good to know: No customer information details are displayed.

2

Search by Contract Number

Enter a Contract Number you want to query and click on “Submit”.

Contract Query Result

Contract Info

Contract No

Creation Date

Oct-21-2014

Sales Order

Purchase Order

Contract Item

Part Number	Serial Number	Registration Date	Status
FC-0000000000000000	FGT0000000000000000	Oct-21-2014	Registered/Registrable

Contract Term

Support Type	Support Level	Activation Date	Expiration Date
Enhanced Support	8x5	Oct-21-2014	Oct-20-2017
Firmware & General Updates	Web/Online	Oct-21-2014	Oct-20-2017
Hardware	Return To Factory	Oct-21-2014	Oct-20-2017

1 Contract Info

Shows the contract number, PO and Sales order and the Contract Creation date.

Continue on next page

CONTINUE

Continued from previous page

2 Contract Item
Refers to the Part number (SKU) which has been ordered, the serial number on which the contract is registered, the registration date and indicates the contract status (registered, cancelled, not registered).

3 Contract Term
Shows the support type and level, as well as the start and end date of the contract.

3

Search by License Number

Enter a License Number you want to query and click on “Submit”.

[QUOTE MANAGEMENT](#) | [SN / CONTRACT QUERY](#) | [ASSESSMENT](#) | [HELP](#) | [LOGOUT](#)

Serial Number/Contract/License Query

Serial Number

Contract Number

License Number

VDOM0000000000

Submit

License Query Result

License Number	VDOM0000000000	SKU	FG-VDOM
Serial Number	FGT1KC000000000000	Status	Active
Creation Date	Sep-27-2012	Sales Order	INV000000000000

1 Serial Number
Shows the serial number under which this license is registered.

2 SKU
Defines the license model (Vdom, VM product, Token).

3 Creation Date
Indicates when the license has been created.

4 Sales Order
Shows the Sales order in which the License has been purchased.

! Good to know: distributors can also access the SN/contract query through the distributor renewal portal by clicking on “Track Renewal”.

CHAPTER 4.6

5 Easy Steps to Renew a Fortinet Contract

- 1. Get in touch with your Fortinet distributor** in order to get a quotation.
- 2. Do not forget to include the end user details**, the serial numbers, the requested services and the quote period to facilitate the renewal process in your renewal quotation request.
- 3. Renewal contracts are automatically registered** by Fortinet as long as the quote ID number has been included in the distributor Purchase order to Fortinet; no manual registration of a renewal contract is necessary.
- 4. For a new service contract** please do not forget to register your contract registration code (delivered by your distributor) on the Fortinet appliance by accessing your customer’s registration account on the support portal or advise your customer to do it.
- 5. If not registered before** the service contract will be auto-activated 100 days from Fortinet shipment to Distributor.



- **Hello Campaign** – to get more info about renewals visit demand.fortinet.com/Hello-We-Have-Business-For-You.

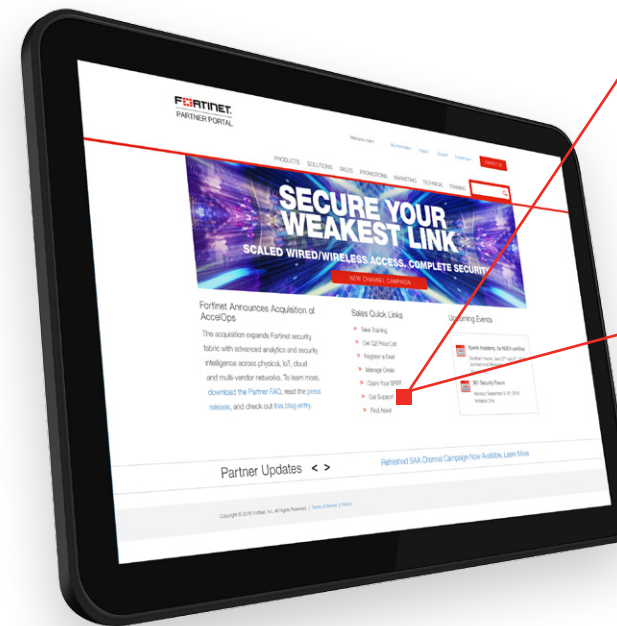
CHAPTER 5

Customer Account Management



CHAPTER 5.1

Get Support



! Login to the partner portal and click on **“Support”** or the Sales Quick Link **Get Support** to access the Partner Portal Support.

CHAPTER 5.2

Coordinate the Registration Process with Your Customer

3 easy steps

- The customer logs on to the support portal with their credentials. New customers have to sign up first to create their customer account.
- The customer creates a sub-account for their Reseller. A Confirmation email is sent to the Reseller. The Reseller has to reset their Password.
- The Reseller logs onto the partner portal, accesses support and connects this sub-account to their existing partner account to create their customer account list.

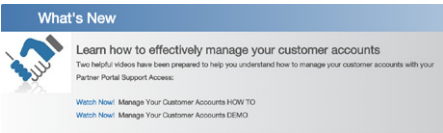


Note: Following these steps will allow you to access all connected customer accounts with one single sign on. The visibility of your customers’ complete installbase is essential to secure your renewal business.

Watch Videos

Available in the partner portal section **“Get Support”**.

Videos – Customer Account Management



CHAPTER 5.3

Account Creation in the Support Portal

Typically, end customers create a support account in their name and then register their products. A reseller may create a support account on behalf of his customer – the customer however is, as he owns the devices, administrator of the support account and not the partner.

Partners in the past and even today create support accounts in their name and register their customers’ devices on their account. This is highly discouraged as it makes customer identification and account management difficult and time consuming. We encourage all partners to follow our registration process and to transfer their customers’ products to an account on their behalf. Our customer service team can assist you. Please open a customer service ticket.

Special Cases

In some cases distributors or resellers create a support account in their name for their demo equipment or the internal lab products which are owned by them.

Service Providers can create a support account on their behalf as typically their customers are not the owner of the products. Please refer to chapter 5.4 [Account Management for Service Providers.](#)



Good to know: The partner portal provides a single sign on access to the support portal. Managing your customer accounts through the partner portal support access is not possible by default. There is no connection between your partner account and your customers’ accounts, this must be set up by the partner.

CHAPTER 5.4

Difference between Support Portal and Partner Portal

	Support Portal	Partner Portal
General	support.fortinet.com	partnerportal.fortinet.com
	Primary tool for customers.	Primary tool for resellers.
	Customer support account.	Partner account.
	Login with your support portal account credentials.	Login with your partner portal account credentials.
Customer Account Management	Manage users: Customer to create a subaccount for their reseller, he may do the same for additional users in their organization.	Partner Portal Support Access: Connect your subaccount created by the customer to your partner account in order to manage and update your connected Customer Accounts.
	Register products and contracts.	
	Manage products.	
	Create tickets for Technical Assistance, Hardware Replacement and Customer Service.	

CHAPTER 5.5

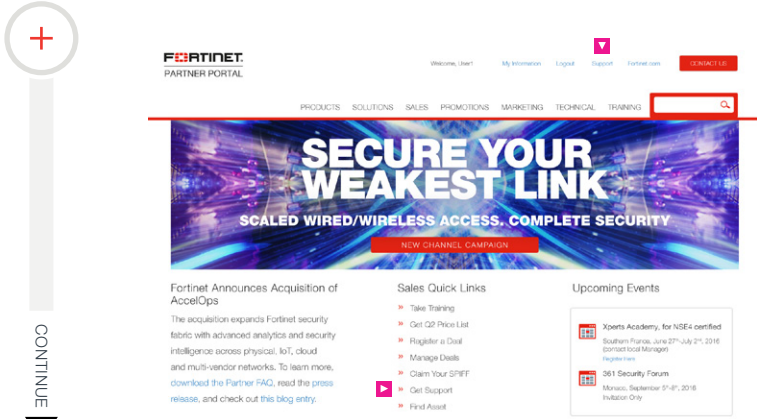
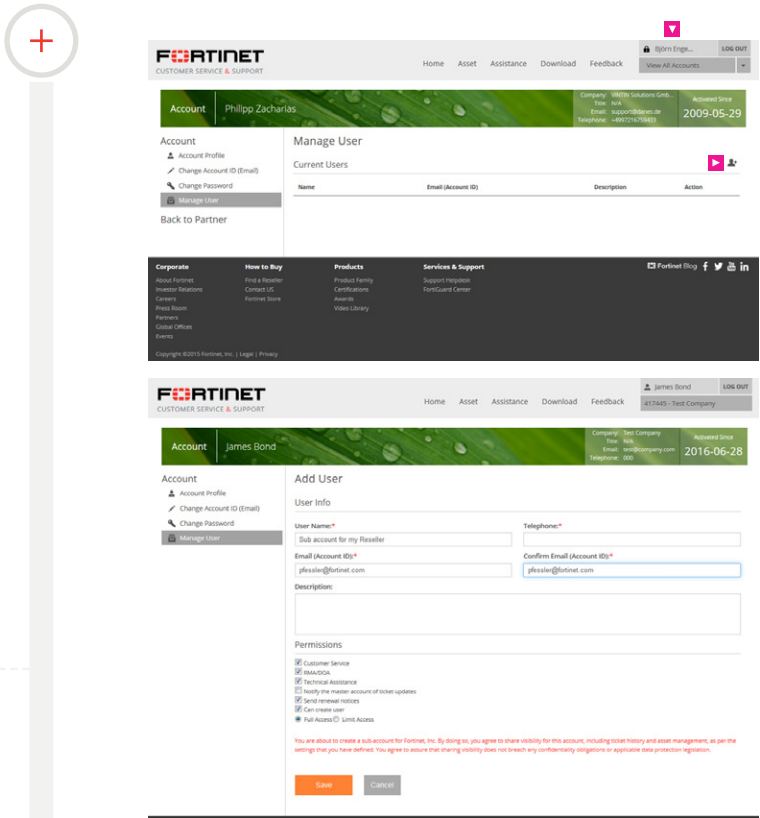
How to Connect Accounts

Please make sure your customer has created a subaccount for you and don't forget to reset your password.

A subaccount can be easily created by your customers on their support account in the support portal. Advise your customer to follow these simple steps:

Click on the **“Person Icon”**, select **“Manage User”**, then click on the **“Add User”** icon, fill in the form and define the account permissions.

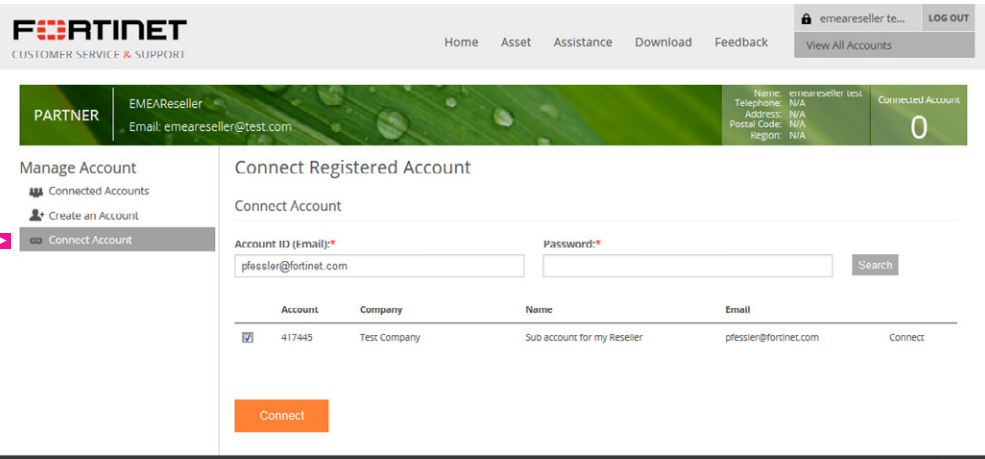
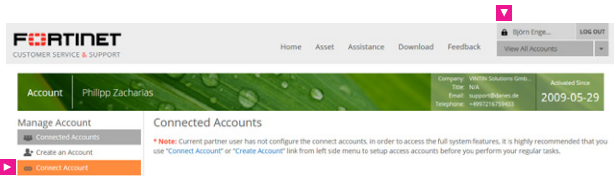
Login to your partner account and click on **“Support”** or **“Get Support”**.



Click on the **“Lock Icon”** to show your connected account page.

If no accounts have been connected the list will be empty.

Click on **“Connect Account”** to create your customer account list.



Connect the sub-account created by the Customer: Enter your sub-account credentials, click on **“Search”**, select the account and click on **“Connect”**.

The account will now be listed in your connected accounts.

Once connected, the reseller's subaccount will no longer be accessible from support.fortinet.com.

The connection will not affect the customer's support login on support.fortinet.com.

The connected account will be visible and accessible for all members of the partner account.

CHAPTER 5.6

Account Management for Service Providers



When a services provider purchases products from Fortinet he normally does not re-sell them but rather charges a monthly service fee for Customer Premises Equipment (CPE). Typically, customers are not the owner of the products and do therefore not need to register any product on their behalf.

This needs to be done by the service provider by using one of the two following methods:

1 Account management with Filter set up in Support Portal/Manage Products

The service provider registers all products under one account under their name and fills in the description field for each product to identify a specific customer CPE.

In the Support Portal's Manage Product page the service provider can set filters to sort their customer list. This is ideal, for Service Providers with

strict naming conventions but could be difficult to manage and is time consuming.

To guarantee prioritized ticket handling the registration account should be connected to the partner portal.

To connect an account refer to chapter 5.4 [How to Connect Accounts](#).

All Service provider admins who need access to this account should have a partner account login.

The registration account can be connected to the partner account by one of the members.

The connected account will be visible and accessible for all members of the partner account.

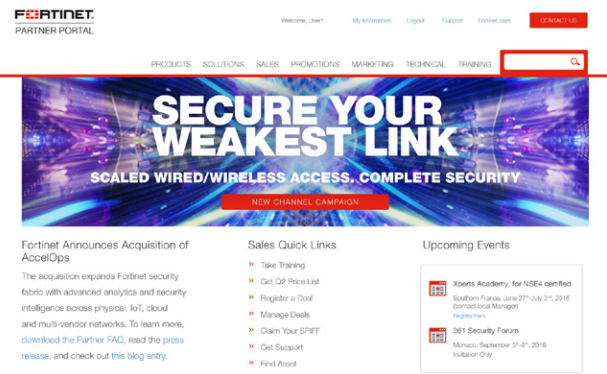
The account will no longer be accessible through the customer support portal but only through the partner portal support access.

FORTINET CUSTOMER SERVICE & SUPPORT			
Home Asset Assistance Download Feedback		View All Accounts	
View Products		Total Records : 4	
Filter On		About to expire	
Basic View Setting Export Advanced Search		Enter Description	
Serial Number	Description	Ship Date	Registration Date
FG1000000000000000	FG-1400-POE - FG140P3G13800221	2015-10-20	2016-04-15
FGVM00000000000000	FortiGate VM for VMware ESX and ESXi platforms. 1 x VCPU core, 1GB RAM only no extreme USB support	2015-10-30	
FGVM00000000000000	FG-VM PL windows		2016-02-03
FGVM01000000000000	HomeTestLabFW01		2016-01-22

2 Account management with account creation on partner portal support access

Service provider logs in to their partner account and single sign on support.

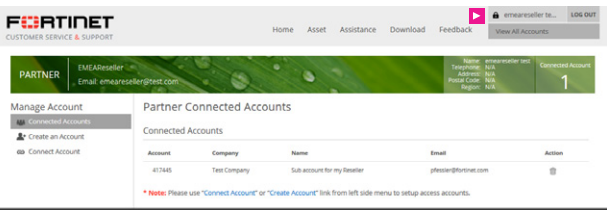
1



2

Click on the **“Lock Icon”** to show your connected account page.

Click on **“Create an Account”** to create a customer account and to connect it into your customer account list.



3

Fill in the form with your customer's information

Click on **“Save”**.

The customer account has now been created, will be automatically listed in your connected accounts and accessible for all members of the partner account.

The customer does not have access to this account by default – unless the service provider creates a sub-account for him.

This is the preferred method as the service provider will be able to filter a specific customer in the drop-down menu **“View All Accounts”** which allows easy customer account management.

Manage Account

Create an Account

Connect Account

Create Registration Account

Account Info

Account ID is a required field.

Email (Account ID)*

Password*

Reenter Password*

Password is a required field.

Contact Info

First Name*

Last Name*

Company*

Title

Address*

City*

State/Province*

Zip/Postal Code*

Country*

AFGHANISTAN

Phone*

Fax*

Save

Cancel

CHAPTER 5.7

Managing Customers

The partner portal provides Single Sign On access to the support portal to manage all connected accounts. The partner can filter the customer data by selecting the appropriate account under the drop down menu **“View All Accounts”**.

They will have access to all system features such as Product registration, Ticket creation and Reporting.

Home

Asset

Assistance

Download

Feedback

Customer Login

LOG OUT

View All Accounts

356439 Customer Sample Account...

247481 Customer Sample Account...

269883 Customer Sample Account...

330058 Customer Sample Account...

405506 Customer Sample Account...

143665 Customer Sample Account...

105481 Customer Sample Account...

Standard Time or Pacific Daylight Time

ence flash disk errors...

SD 8.0SR1-2 and EzRF 8.0SR1-2 firmware...

5.2.6 may stop receiving logs from all devices if certain co...

Home

Welcome Björn Engelbrecht

About Us

Open Tickets

65

17

Customer Support Bulletin

1. Purchased FAZ-VM Licensing Shows Empty Data Properly purchased FortiAnalyzer VM licenses should not have an expiration date. However, some affected products may...

2. FortiGate flash disk errors FortiGate devices with internal storage may experience flash disk errors...

3. SD 8.0SR1-2 and EzRF 8.0SR1-2 usage Recommendations regarding the use of SD 8.0SR1-2 and EzRF 8.0SR1-2 firmware...

Asset

Register/Renew

Manage Products

Note:

Priority Technical Support for Partner

This service is designed for our Partners who provide initial support to their customers. Ticket opening through the partner portal is required.

We strongly encourage you to submit and follow up your support tickets using this service.

CHAPTER 5.8

Updating Customer Connected Accounts

Partners can update their connected account list via their partner portal support access.

Click on the **“Lock Icon”** to view your connected account list.

Use the **“Bin Icon”** to delete an existent connected account in your list.

Select an **“Account ID”** to manage the user of your connected account.

You can add sub-accounts by clicking on the **“Add User Icon”** if your own account permissions permit.

Fill in the form and define the access permissions:

Full access allows the user to access all registered products.

Chose limited Access to select the serial numbers of the specific products which should be accessible by the user.

Click on **“Save”**. A new Sub account is now created.

Home

Asset

Assistance

Download

Feedback

Customer Login

LOG OUT

View All Accounts

Partner

EMEA Reseller

Email: emea.reseller@press.com

Partner Account ID: 1

Manage Account

Connected Accounts

Create an Account

Connect Account

Partner Connected Accounts

Connected Accounts

Account

Company

Name

Email

Action

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

58

59

60

61

62

63

64

65

66

67

68

69

70

71

72

73

74

75

76

77

78

79

80

81

82

83

84

85

86

87

88

89

90

91

92

93

94

95

96

97

98

99

100

Account

Account Profile

Change Account ID (Email)

Change Password

Manage User

Back to Partner

Manage User

Current Users

Name

Email (Account ID)

Description

Action

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

58

59

60

61

62

63

64

65

66

67

68

69

70

71

72

73

74

75

76

77

78

79

80

81

82

83

84

85

86

87

88

89

90

91

92

93

94

95

96

97

98

99

100

Account

Account Profile

Change Account ID (Email)

Change Password

Manage User

Back to Partner

Add User

User Info

User Name*

Telephone*

Email (Account ID)*

Confirm Email (Account ID)*

Description

Permissions

Customer Service

Technical Assistance

Full Access

Save

Cancel

CHAPTER 6

Fortinet Programs and Policies

CHAPTER 6.1

Continuous Service Policy FAQ

Fortinet designed FortiCare support and FortiGuard services to be continuous. When a customer does not renew by the expiration date, then a lapse in the service period occurs, which makes the customer's environment vulnerable to security related threats. Any lapses in service will require coverage back to the contract expiration date in order to maintain continuous service coverage. The maximum back coverage is limited to six months.

There is a 10-day grace period, which is the number of days after the contract expiration date before the lapsed service period coverage goes into effect. If a contract is purchased and registered within the 10-day grace period, then the contract starts on date of registration.

Excluded from This Policy

- 1 Multi-year Renewals.
- 2 Renewals for Demo Units/Eval units.
- 3 A la carte FortiGuard Renewals.

To view more details visit:

! [Sales](#) ➔ **Policies and Compliance**
➔ **Continuous service policy FAQ**

CHAPTER 6.2

Warranty and Support Policy

All units shipped from 1st of December 2015 will have the product warranty and support start at the EARLIER of the following events:

- | At time of registration.
- | At first point when unit connects with Fortinet and requests updates.
- | If these two events do not occur within 100 days of the shipment of product from Fortinet, the hardware, service and support will be auto-activated 100 days from Fortinet shipment to Distributor.

The product will not be registered on an account automatically, but the warranty and the support contract will be activated to start counting down days.

The policy does not affect the renewal process; the renewal is due when the support contract expires. The new policy only has an effect when the warranty/support contract starts. Please note that the renewal process needs to be done through the Renewal tool which will issue a quote ID. If the renewal

order does not include a Quote ID, it will be considered as a new contract, and therefore fall under the new policy. Please make sure that every renewal request is done through the quote portal and includes a quote ID.

To view more details visit:

[Sales](#) ➔ **Policies and Compliance** ➔ **Auto Activation Policy FAQ**, as well as on the [EULA](#) and the [Legal page](#)

CHAPTER 6.3

Worldwide Demo Policy

Fortinet offers contracted and current FortiPartners a demonstration equipment purchase program which provides a special discount to partners on units purchased specifically for demonstration purposes.

All Demo units come complete with both Fortinet's 8X5 FortiCare (support and maintenance) and FortiGuard (suite of subscription services) for one (1) year at the time of shipment, excluding VM software products.

After the initial one (1) year of service, extensions for any services must be purchased. Orders for extensions may be placed through regular distribution channels or your local Fortinet sales office. Demo units do not fall under Fortinet's Continuous service policy.

All units purchased under the Demo program may be resold by the FortiPartner twelve (12) months after the original ship date.

To view more details visit:

[Sales](#) ➔ **Policies and Compliance** ➔ **Worldwide Demo Policy**



CHAPTER 6.4

Fortinet Product Life Cycle Policy

Fortinet suggests that customers familiarize themselves with the Fortinet Product Life Cycle Policy.

Particularly important to Fortinet customers are the following product life cycle milestones that each Fortinet hardware product passes through before reaching the end of its life cycle:

Fortinet Product Life Cycle Policy

1

End of Order Date (EOO): The end of order date is the last date on which a hardware or software product may be ordered, after this date the product is no longer available for sale. Fortinet will provide a minimum of ninety days advance notice of the affected product's EOO date by publishing an EOL notification.

2

Last Service Extension Date (LSED): The last date at which an order will be accepted, for a product that is no longer available for purchase, for an extension of an existing contract for support or security subscription services. No service contracts may be extended past the EOS date. The last service extension date is 12 months before the EOS date for the relevant product.

3

Final Firmware Release (FFR): The last release of firmware operationally supported on a specific hardware product. FFR firmware is in a must-fix support phase until the EOS date of the applicable hardware product.

4

End of Support Date (EOS): The final milestone in the product lifecycle is the End of Support date. After this date which Fortinet, will not sell, manufacture or improve the product and is under no obligation to provide support services. In general the EOS for hardware takes place 60 months after the End of Order Date.


!

To view more details visit:
[Get support](#) ➔ **Life Cycle Status**

CHAPTER 6.5

Trade Up Program

Get generous discounts when replacing Fortinet EOL units with updated models, discover the new 2016 Migration Matrix. When recommended replacement is purchased, end users can transfer existing service contracts from the old to the new unit. A limited number of non-EOL products also qualify.

 To view more details visit:
[Promotions](#) ➔ **Fortinet Trade Up**

CHAPTER 6.6

External Resources

Partner Guidebook

[Sales](#) ➔ **Partner Programs**

PRMA Service Availability

[Get Support](#) ➔ **Forticare Premium Services**

Price list

[Sales](#) ➔ **Products & Pricing**

Products & Services

www.fortinet.com/products-services.html

CHAPTER 6.7

Contacts

Questions Related to Fortinet Renewals?

renewals_emea@fortinet.com / renewals_apac@fortinet.com

LOCAL OFFICES

EMEA

EMEA SALES OFFICE

905, rue Albert Einstein
06560, Valbonne
France
Tel: +33 4 8987 0500
Fax: +33 4 8987 0501

FRANCE

TOUR ATLANTIQUE

24ème étage
1 place de la Pyramide
92911 Paris La Défense Cedex
France
Sales: +33 1 8003 1655

AUSTRIA

Wienerbergstrasse 7/D/12th floor,
1100 Vienna
Austria
Sales: +43 1 22787 120
Fax: +43 1 22787 200

BELGIUM / LUXEMBOURG

Pegasuslaan 5
1831 Diegem
Belgium
Sales: +32 0 2 716 49 27
Fax: +32 0 2 716 47 27

CZECH REPUBLIC

Pekarska 10
150 00 Prague 5
Czech Republic
Sales: + 420 773 788 788
E-mail: csr_sales@fortinet.com

GERMANY

Feldbergstrasse 35
60323 Frankfurt
Germany
Sales: +49 69 310 192 0
Fax: +49 69 310 192 22

ISRAEL

6 Hachoshlim St., 1st Floor
P.O. Box 12006
Herzliya Pituach 46722
Israel
Sales: +972 77-6935670

IRELAND

28-32 Upper Pembroke Street
Dublin
Ireland
Sales: +353 1 6087703

ITALY

Via del Casale Solaro, 119
00143 ROMA
Italy
Sales: +39 06 51573 330
Fax: +39 06 51573 390

POLAND

59 Zlota Str.
InOffice, LUMEN Bldg, 6th floor
00-120 Warsaw
Sales: +48 22 449 00 29

RUSSIA

Smolenskaya square 3, Regus,
office 610
Moscow
Russia
Sales: +7 499 9552499
Email: russia@fortinet.com

SPAIN

Avenida Europa, 24- Edif.B,Pt.2-B
28108 Alcobendas (Madrid)
Spain
Sales: +34 915 024 874
Fax: +34 911 126 769

SWEDEN

Waterfront building
Blekholmsgatan 2F
Stockholm 11164
Sweden
Sales: +46 70 237 9090

SWITZERLAND

Riedmuehlestr. 8
CH-8305 Dietlikon, Zurich
Switzerland
Sales: +41 44 833 68 48

THE NETHERLANDS

Regus WTC Utrecht Papendorp
Papendorpseweg 100
3528 BJ Utrecht
The Netherlands
Sales: +31 0 30 799 1008

UNITED KINGDOM

FORTINET (UK) LTD.

Fortinet (UK) Ltd.
120 Old Broad Street
London, EC2N 1AR
United Kingdom
Sales: +44 0 203 752 6880
Fax: +44 0 2032079129

UNITED ARAB EMIRATES

Office 1208 & 1202
Al-Thuraya 2 Tower
Dubai Media City
P.O. Box 502276, Dubai
United Arab Emirates
Sales: +971 4 375 2243
Fax: +971 4 426 4698

TURKEY

Saray Mah. Doktor Adnan
Büyükdenez Cad.
No:4 Akkom Ofis Park 2
Blok Kat:10
Ümraniye-Istanbul 34768
Office: +90 216 250 3259/60

APAC

APAC SALES OFFICE

300 Beach Road 20-01
The Concourse
Singapore 199555
Tel: +65 6513 3730
Fax: +65 6223 6784

AUSTRALIA

Level 7, 2-10 Loftus Street
Sydney, NSW 2000
Australia
Tel: +61 2 8007 6000
Fax: +61 2 8007 6009

CHINA

12FL, Zhongxin Plaza,
52 North Fourth-Ring West Road,
Haidian District
Beijing,100080, China
Tel: 8610 6296 0376
Fax: 8610 6296 0239

HONG KONG

Fortinet International, Inc.
Suite 1508-10, Cityplaza One
Taikoo Shing
Hong Kong
Tel: +852 3708 3500
Fax: +852 2516 9909

INDIA

Fortinet Technologies India
Pvt Ltd
No. 9, Esquire Centre,
Ground Floor, B Wing,
M.G. Road,
Bangalore 560 001.
Ph: 080 41321689/99

Fortinet Technologies India Pvt
Ltd
703, Powai Plaza, 7th floor,
Powai, Andheri (E),
Mumbai 400076 | INDIA
Office: +91 22 67252515,
25704691

INDONESIA

50/F Menara BCA Grand
Indonesia
Jl. MH. Thamrin No. 1
Jakarta 10310
Indonesia
Tel: 62 21 2358 4548
Fax: 62 21 2358 4401

JAPAN

8th Fl., Sumitomo Fudosan
Roppongi-dori Bldg.
7-18-18, Roppongi, Minato-ku,
Tokyo, 106-0032
Japan
Tel: +81 3 6434 8531
Fax: +81 3 6434 8532

KOREA

15th Fl. Haeam Bldg., 983-1,
Daechi-dong, Gangnam-gu,
Seoul, Korea(135-280)
Tel: +82-2-559-9500
Fax: +82-2-559-9599

MALAYSIA

Suite 33A-02/03, Level 33A
Menara Keck Seng
203, Jalan Bukit Bintang
55100 Kuala Lumpur
Malaysia
Tech Support: +603 2711 7391
Sales: +603 2711 1770
Sales Fax: +603 2711 1772

PHILIPPINES

32nd Street., One World Place
Bonifacio Global City
Taguig City 1634
Philippines
Tel: +632-808-8798
Fax: +632-621-0646

TAIWAN

2F, No. 176, Xing'ai Rd,
Neihu Dist.
Taipei City, 11494, Taiwan
Tel: 886 2 2796 1666
Fax: 886 2 2796 0999

THAILAND

Level 25, Unit ML2511
The Offices at Central World
999/9 Rama 1 Road
Bangkok 10330, Thailand
Tel: +66 2 658 658 12

About Fortinet

Fortinet is a global provider of high-performance network security solutions that provide our customers with the power to protect and control their IT infrastructure. Our purpose-built, integrated security technologies, combined with our FortiGuard security intelligence services, provide the high performance and complete content protection our customers need to stay abreast of a constantly evolving threat landscape. More than 125,000 customers around the world – including the majority of the Global 1,000 enterprises, service providers and governments – are utilizing Fortinet’s broad and deep portfolio to improve their security posture, simplify perimeter and the core – including databases, messaging and Web applications – Fortinet helps protect the constantly evolving networks in every industry and region around the world.

www.fortinet.com/sales

Americas Headquarters

899 Kifer Road
Sunnyvale, CA 94086
United States

Tel: +1 408 235 7700
Fax: +1 408 235 7737

EMEA Sales Office

905 rue Albert Einstein
06560, Valbonne
France

Tel: +33 4 8987 0500
Fax: +33 4 8987 0501

APAC Sales Office

300 Beach Road 20-01
The Concourse
Singapore 199555

Tel: +65 6513 3730
Fax: +65 6223 6784

FORTINET®